

**4. Please write a short description of the other issues:**

**Wave 1**

1. No able to process or receive direct billings (MU) such as OIR, Rent, telephone, print shop, and others

**Wave 2**

2. Lack of "proper" training Lack of "timely" help, help desk can take 2 weeks Lack of continuing training Lack of ability to solve problems, like vendors needing to be paid on a timely basis
3. The cashiering iNovah module has been a nightmare to use. It does not allow much flexibility for deposits; i.e. when originally set up, you had to anticipate every conceivable receipt so a speedchart could be created for that specific purpose. It does offer an opportunity to use a generic deposit chart and update the batch before processing. Anything not specifically covered by a iNovah speedchart requires an entirely separate set of journal entries in Edison (although iNovah drops accounting info directly into Edison.)
4. Inefficiency of system designs re: some aspects of some modules - AP and Travel. System was not ready for the total implementation. Love Clyde, but need 10 of him to help. Not satisfied with communications. Lots of assumptions on Edison's side. Plus I don't think they work with Accounts. Recurring system problems. Most of the time, they did not tell you either when there were problems. Do you know FLEET has not been working completely? None told us so. Help Desk. It took more time to find solutions.

**Wave 3**

This question does not apply to Wave 3.